

DAS CUSTOMER COUNCIL MINUTES: August 17, 2012

A regular meeting of the DAS Customer Council was held on Friday, August 17, 2012, in Conference Room 6 on A-Level of the Hoover Building in Des Moines, Iowa. The meeting was called to order by Chair David Roederer at 10:00 a.m.

MEMBERS PRESENT

Shane Antle, Department of Public Safety
Mike Carroll, Department of Administrative Services (DAS), Vice-Chair
Jolene Eriksen, Department of Commerce – Alcoholic Beverages Division (ABD), Alternate for Steve Larson
Jessica Holmes, Department of Revenue
Chris Kramer, Department of Cultural Affairs (DCA), Alternate for Mary Cownie
Deborah Krueger, Iowa College Student Aid Commission
Jennifer Nelson, Department of Natural Resources (DNR), Alternate for Cindy Axne
David Roederer, Department of Management (DOM), Chair
Jean Slaybaugh, Department of Human Services
Peggy Sullivan, Judicial Branch
Lee Wilkinson, Department of Transportation
San Wong, Department of Human Rights (DHR)

MEMBERS ABSENT

Cindy Axne, DNR
Mary Cownie, DCA
Steve Larson, ABD
Michael Marshall, Legislative Branch (Senate)
Charlie Smithson, Legislative Branch (House)
Margaret Thomson, Iowa Department of Agriculture and Land Stewardship
Joel Wulf, Department on Aging

OTHER ATTENDEES

Jeannie Adams, DAS
Lon Anderson, DAS
Matt Behrens, DAS
Mary Bowser, DHR
Susan Churchill, DAS, responsible for taking meeting minutes
Jay Cleveland, DAS
Jeff Franklin, DAS
Tera Granger, DAS
Rick Hindman, DNR
Ed Holland, DAS

Caleb Hunter, DAS
Ryan Lamb, DAS
Kathy Mabie, DOM
Michelle Minnehan Golightly, DAS
Lorrie Tritch, DAS
Robert von Wolffradt, DOM
Nancy Williams, DAS
Doug Woodley, DAS

AGENDA ITEMS

- I. The meeting was called to order at 10:00 a.m. by Chair David Roederer.
- II. Chair Roederer thanked everyone for coming to the meeting.
- III. **MOTION:** Lee Wilkinson made a motion to approve the meeting minutes of July 30, 2012.
 - A. Jessica Holmes seconded the motion.
 - B. Motion passed with two corrections to the attendance record; Jolene Eriksen was present at the last meeting, and Jessica Holmes was not.
- IV. The Council discussed methodologies and rates for FY 2012, FY 2013, and FY 2014.
 - A. Lorrie Tritch and Robert von Wolffradt spoke about utility service updates in the Department of Administrative Services (DAS) for FY 2013 and FY 2014.
 1. FY 2013 revised rate adjustments and features for the following current utilities were explained:
 - a. Authentication and Authorization (A&A) – secure sign-on and software replacements/upgrades
 - b. Information Security Office (ISO)
 2. FY 2012 agency impact statements were based on June 2012 agency billings x 12 months.
 3. FY 2013 agency impact statements were based on:
 - a. July 2012 agency billings x 12 months
 - b. Adjusted utility rates for A&A and ISO
 - c. Removal of one time pass-through charges
 - d. Bundling of disparate features into the 12 bundled utility services (which we approved in 2011)
 4. FY 2014 agency impact statements were based on:
 - a. July 2012 agency billings x 12 months
 - b. Adjusted utility rates for the ISO for FY 2012
 - c. Five new utility services in the networking area and bundling of disparate features into those new five utility services
 - B. Lorrie Tritch provided a summary of agency IT costs.
 - C. Chair Roederer asked what caused the lower rates.
 1. Lorrie Tritch stated that DAS anticipates consumption rates and tries to reduce costs for more efficient solutions.
 2. Robert von Wolffradt added that as consumption rates go up, costs go down; thus, as services are consolidated, costs will go down.

3. Vice-Chair Carroll noted that DAS is at some risk that the consumption will meet or exceed expectations in order to break even on the budget.
 - D. Lee Wilkinson asked what changed to cause the ISO Utility; Lorrie Tritch replied, "The Living Disaster Recovery Planning System."
 1. DAS must replace outdated systems and upgrade software.
 2. The State used to get a grant; now it must absorb the cost (approximately \$85,000).
 - E. Lee Wilkinson asked for verification that the new utilities won't be billed until service is delivered.
 1. Vice-Chair Carroll confirmed and stated that once service is consolidated, the cost to the agency should go down.
 2. Vice-Chair Carroll stated that any impact to the agency should be positive.
 - F. Lee Wilkinson asked if an agency would need to have a Reduction in Force (layoff) when its IT services are consolidated; Vice-Chair Carroll replied that DAS will time the consolidation to help avoid negative impacts to the agency budgets.
 - G. Mary Bowser inquired about the procedure DAS follows if it takes in more money than it needs.
 1. Vice-Chair Carroll stated that, by law, the State cannot have an overage of more than 60 days working capital.
 2. Overages would be given back to the agencies in rebates, which would be done on a quarterly basis, instead of the past-practice of sending rebates yearly or through rate adjustments.
 - H. Mary Bowser inquired about the procedure DAS follows if rates are too low to meet costs.
 1. Vice-Chair Carroll replied that DAS would then need to reconvene the Customer Council to review the utility services and rate methodology.
 2. Vice-Chair Carroll stated that DAS must break even; it cannot make money or have a deficit.
- V. **MOTION:** Jean Slaybaugh made a motion to approve the FY 2012 adjusted rates and FY 2014 methodologies and rates.
- A. Deb Krueger seconded the motion.
 - B. Motion passed with a vote of 8 in favor and 2 opposed. (Jessica Holmes of IDR and Lee Wilkinson of DOT were opposed.)
- VI. Future Meeting Schedule – The Council decided to meet on a quarterly basis moving forward.
- VII. Future Agenda Items – Council Members will forward agenda items to Chair Roederer.
- VIII. **MOTION:** Chris Kramer made a motion to adjourn.
- A. Lee Wilkinson seconded the motion.
 - B. All in favor.
 - C. Meeting adjourned at 10:50 a.m.